Home User Guide

4. OAKLANDS,
Deerhurst Road. Apperley, GL19 4EJ

Cottsway Housing

3 Stars achieved under the Code for Sustainable Homes.

Version May 2009

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WELCOME

Firstly welcome to your new home.

This guide has been created with you in mind and aims to help you understand and operate your new home effectively. It has been designed to help you after all of the stress of moving so sit back and relax. The guide firstly introduces you to the key features of your home and under Part One you are provided with a Quick Start Guide which aims to allow you become acquainted with the functions of your home.

Under Part Two you are introduced to the reasons why your home has been build to achieve 3 stars under the Code for Sustainable Homes by explaining climate change and offering practical advice which will help to reduce your consumption and waste.

Part Three looks in more detail at the strategy & design features of your home and the reasons for their use. It gives guidance on DIY using the best suited materials and products for your home. Emergency information it also provided (should the DIY not go so well). It also looks at how Waste, Water & Energy Usage has been reduced in the design and how you can reduce it further. Part Four takes a closer look at the development as a whole and the surrounding area suggesting cycle routes and gives details on local amenities and how to make the best use of public transport. It gives contact details for everything that we thought you may need. Part Five is the appendices section which is where you will find all your certificates, cycle routes and bus time tables and anything else we couldn't cram in to the guide itself.

WELCOME

We appreciate that this is a rather long guide and a lot to take in. However it is important that the guide covers all the aspects which will help to reduce the stress and help should something go wrong, so please take your time to read through. We would recommend that you read through the quick start guide as soon as possible as it has everything you need to get started including the bits to touch and the bits not to (lets face it we all like to press buttons). If any problems should arise we recommend you refer back to this guide for assistance and if it doesn't solve your problem at least you can tell the housing association's customer service representative the page number and picture number so they can look at the guide their end (rather than trying to explain that the 'watsit' is broken).

Once again welcome to your new home,

Markey Construction

GETTING STARTED

This document is important. Keep it safe, Know where it is.

0.1.1 Provisions of Information in Alternative Formats

If you would like any further information on this HUG or require an alternative format of the guide please contact the following;

Oxbode Housing Association
9 Pullman Court
Great Western Road
Gloucester
Gloucestershire
GL1 3ND

phone: 01452 505359
Fax: 01452 300797
E-mail: info@oxbodehousing.org.uk
Web site: www.oxbodehousing.org.uk

Opening times: 9.00am - 1pm & 2pm – 5pm Monday to Friday

Alternatively electronic versions can be found at the following address

www.**markeyconstruction**.co.uk

0.1.2 Meter Readings

Meter Type	Meter Number	Meter Reading	Emergency Number
Water			0800 783 4444
Gas	-	Not applicable	-
Electric			0845 272 7999
MPAN	**1460002230667**		

Please Note: Any instructions issued by Cottsway Housing Association must take precedence over the information provided in this guide.

GETTING STARTED

0.1.3 In an Emergency

Make sure that you know where the cut offs and switches are situated, so they can quickly be turned off should an emergency situation arise.

Turn off the ELECTRICITY at the consumer unit in your Hall (Houses) by flicking the switch to off

Turn off the WATER under the kitchen sink

Please Be aware there is a stop tap under the stairs for the rainwater harvesting, this should not be touched by tenants unless instructed

You may be charged for attending to problems caused by wilful damage as detailed in your Tenancy Agreement and Oxbode "Tenants' Handbook". Reference should also be made to the Oxbode "Repairs Handbook" provided in the sign-up pack.

GETTING STARTED

0.1.4 Reporting Problems

Please contact Cottsway by the most convenient method for you.

Our registered office address:

Oxbode Housing Association
9 Pullman Court
Great Western Road
Gloucester
Gloucestershire
GL1 3ND

Opening times: 9.00am - 1pm & 2pm – 5pm Monday to Friday

General Enquiries: 01452 505359 **Fax:** 01452 300797

E-mail: info@oxbodehousing.org.uk **Web site:** www.oxbodehousing.org.uk

EMERGENCIES :: 08453017444 (out of hours)

Or for Gas Emergencies please call 0845 450 1032

PART ONE

1.1 Quick Start Guide

1.1.1 Smoke & Fire Alarms

Your home has been fitted with a heat alarm and an optical alarm. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.

1.1.2 Key Features

To help you to reduce the running costs of your home and live in a more sustainable way, your home has been constructed using environmentally friendly materials & products. These materials & products have been selected as they are best suited to keep your living costs down whilst reducing the demand on natural resources and energy intensive manufacturing and construction methods.

1.1.3 Rainwater Harvesting

A rainwater harvesting system has been installed on your property to reduce the demand of mains water. This will help reduce the cost of water bills by providing a free source of water. It also helps to reduce the risk of flooding by storing water onsite rather than water running directly into storm drains. This water can then be used to wash your clothes and flush toilets in your home.

It requires no maintenance and you will not even know its there. The water is collected from your downpipes and is then stored in a tank under your driveway. It is then pumped in a tank in your attic and used as and when required. If the tank in your driveway is full it will automatically flow into the surface water drainage and when it is empty it will automatically select water from the mains.

PART ONE

1.1.4 Insulation

Your home has been insulated to a very high standard which has helped reduce the demand on your heating system, resulting in lower heating bills, a home that retains heat well and is heated quickly. The environmental benefit is that it you will not require much energy to heat which reduces the amount of carbon emitted.

1.1.5 Timber Frame

A timber frame construction method was chosen it heats up your home quicker. It offers a quicker construction time than a typical masonry structure and requires lower maintenance. The timber which has been used has been sourced from sustainably managed forests which, generally, plant more trees than those that are cut down.

1.1.6 Air Source Heating

Your home has been fitted with an air source heat pump (air to water). It works by extracting heat from the outside air and distributing the heat via the central heating system.

Unlike a typical boiler, your heat pump delivers heat at a lower temperature over much longer periods. This means that they need to be left on at all times. By selecting 'off', on the thermostat the Air Source Heat pump is actually still on, functioning at 5ºC. It also means that radiators should never feel as hot to the touch as they would do when using a typical heating system (the high levels of insulation ensure that your home will stay warm).

PART ONE

1.1.7 General Advice

- Your home has been designed to live in for an entire lifetime. This means that provisions have been made for your home to be adapted as and when it needs to be. If required a home office can be created in one of the bedrooms meaning that you have enough space for a desk as well as a bed with additional sockets and telephone/internet connection. There are provisions for a lift to be installed in your living room should you need it, a stair lift, a spur for a electric fire in your living room and, in your kitchen a work counter and unit has been designed to be easily removed should you need to install a dishwasher or tumble dryer with a spur behind the unit (depending on property type).

- Your garden is yours to enjoy, but please do not remove or adjust the planting in your front garden without consulting your Neighbourhood Housing Officer, you may be charged.

- The boundaries and fences that are your responsibility will be clearly defined at sign-up. If you have a query about the boundaries of your home or the location of your parking space(s) please contact your Neighbourhood Housing Officer. If you have a problem with the planting, boundaries or fencing, please contact your Neighbourhood Housing Officer on 01452 505359.

- The land behind your home is of ecological importance which means that there are amphibians and reptiles that need to be protected. These requirements needed to be abided by as it was a condition of planning consent. Under no circumstances should tenants access this area. It is unsafe as the area is boggy and has a derelict building situated on it.

PART ONE

1.1.8 Tips

- Your housing association hold no responsibility for your contents so please ensure that you arrange a comprehensive contents insurance policy to cover you for fire, burglary, house break-in, storm and flood damage and other risks as soon as you move in.

- If you are installing digital television, please be aware that the wiring has already been done for you. Make the engineer aware to avoid unnecessary cabling around your house.

- When carpeting the stairs please screw down carpet grips rather than nail as this will avoid damage and creaky stairs.

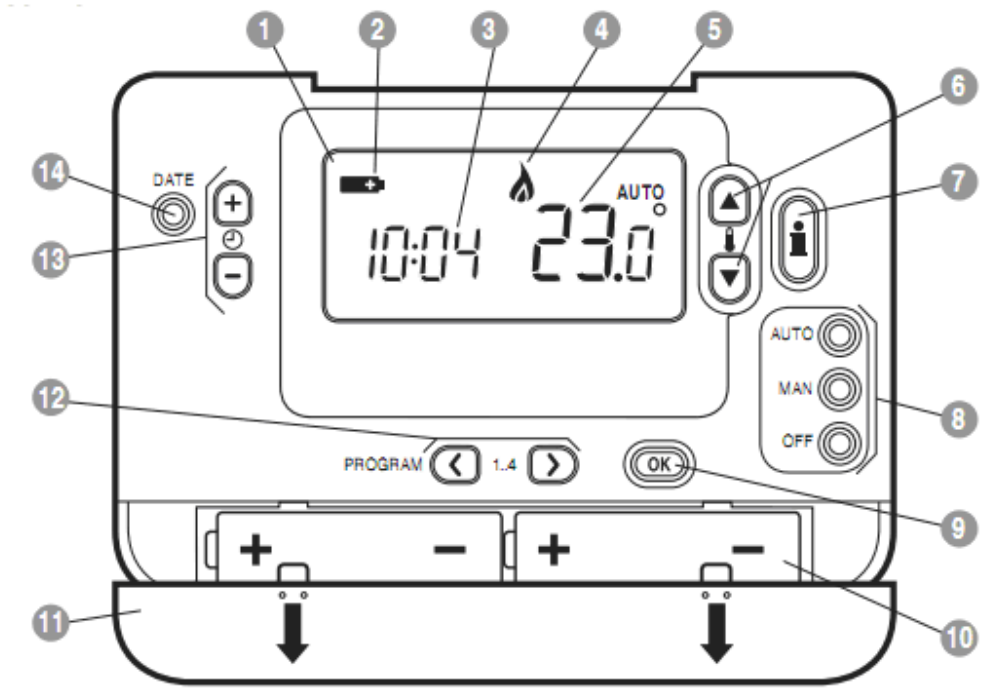
PART ONE

1.2 Settings

1.2.1 Heating your Home

To make things as simple as possible we have already set up your thermostat and heating system. So that you have an idea of what everything means a diagram of the thermostat has been provided below.

Thermostat Controls Layout



1. LCD Screen
2. Battery Low Indicator
3. Time Display
4. Burner On Indicator
5. Temperature Display
6. Temperature Change Buttons
7. Temperature Enquiry Button
8. Operating Mode Buttons
9. Green OK Button
10. Battery Compartment
11. Battery Cover
12. Program Buttons
13. Time Change Buttons
14. Set Date Button

PART ONE

Your thermostat should be set to Auto, which means that the heating will come on at four set points throughout the day. These settings are shown below.

Period	1.	2.	3.	4.
Time	6.30	8.00	18.00	22.30
Temperature	21°C	18°C	21°C	16°C

If you do not require the heating on you need to select the 'off' setting. The heating will stay at 5°C until you select another setting. The Auto time settings can be changed and details on how to do this can be found in section 2.1 Detailed Operations. However it is strongly advised that these settings are not altered in any way and that the thermostat is switched off when not required or manual if constant heat is required. The heating will take a long time to heat up if turned off.

To indicate that the heating is being called a flame will be visible on the thermostat screen as shown on the previous page. When hot water is required and the central heating is on, the heating will automatically stop until the water has been heated. Please be patient and wait for it to come back on. Adjusting the settings may delay it further and will not speed up the process.

The hot water has been set at 50°C and should not be altered. Any alteration may result in higher energy costs. The hot water is also on a constant setting, meaning that water is heating to 50°C throughout the day as it is the most cost effective way of heating the water. Turning the hot water off and then on again will only increase your bills and take longer to heat up as it will be heated from a cooler temperature rather than heating a few degrees Celsius.

It is important to note that the thermostat is the only unit that needs to adjusted. The Daikin controls should only be accessed by a qualified engineer.

PART ONE

1.2.2 Internal Lighting

Fluorescent kitchen lighting

Crompton Troposphere Single 58W Cp 515 fluorescent batten

bulbs available from most DIY stores

Bathroom & Cloakroom

Located in your bathroom is a Robus Golf R282D+LE with 28W 4 pin lamp. It has a 3 hour maintained emergency duration and a 12 000 hour lamp life

bulbs available from most DIY stores

Lighting in other areas

Memlite 4 pin compact fluorescent lamp

These bulbs can be found at most supermarkets. From checking I can confirm that the following stores stock them: Sainsburys & B&Q.

When shopping for this item just make sure it has **four** pins

1.2.3 External Lighting

At the front of your property an ASD half lantern has been fitted. To the rear is an Eterna BH24B PIR 23W .

PART ONE

1.2.4 The Bathroom

- **Extractor Fan**

In your bathroom you will find a MANROSE XF150BP extractor fan this operates when the bathroom light is turned on. Once the light is turned off the fan will continue to operate for 20 minutes.

Please be aware that there is an isolator switch above the door should you require the fan to be turned off.

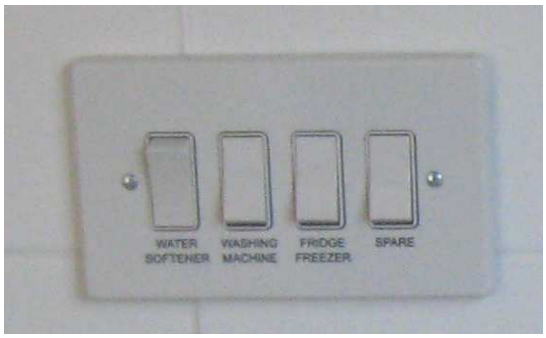
- **Light & Shaver Socket**

In your bathroom you will find a light above your sink, to operate simply pull the cord. The Shaver Socket operates independently of the light.

It is also worth noting that a future spur has been provided to allow for a powered window in the properties that have a vanity unit which restricts the ability to operate the window.

PART ONE

1.2.5 The Kitchen



In your kitchen you will find a grid switch that operates the following:

Water Softener (this should be left on)
Washing Machine
Fridge Freezer
Spare

This is the cooker switch.
There are also plenty off additional sockets for your appliances

Extractor Fan

The MANROSE extractor fan in the kitchen is operated by a switch. This can be found on an individual spur switch.

The fan has a filter that can be removed for cleaning. Using a blunt implement such as a flat ended screw driver, insert into slot to release the cover to remove the filter. Clean the filter using warm soapy water and allow to dry before reinserting

Similarly to bathrooms, any property which has a work top limiting the ability to operate the window effectively without stretching has been provided with a future spur to allow for a powered window.

PART ONE

1.2.6 The Hall

- Electrical consumer unit

A NHRS15SSLHI Wylex NH consumer Unit has been installed which has been designed to British and International standards.

A consumer unit is fitted with fuses and is often referred to as a "fuse box".

- Thermostat

The CM701 Programmable thermostat provides an automatic time and temperature control for your heating.

1.2.7 The Garden

Your garden is yours to enjoy, but please do not remove or adjust the planting in your front garden without consulting your Neighbourhood Housing Officer.

The site planting scheme is a planning condition and if we have to replace any planting that you have removed, you may be charged.

Boundaries

The boundaries and fences that are your responsibility will be clearly defined at sign-up. If you have a query about the boundaries of your home or the location of your parking space(s) please contact your Neighbourhood Housing Officer. If you have a problem with the planting, boundaries or fencing, please contact your Neighbourhood Housing Officer on 01993 890000.

PART ONE

1.3 Links, References and Further information

Oxbode Housing Association

9 Pullman Court, Great Western Road,
Gloucester, Gloucestershire, GL1 3ND

01452 505359
info@oxbodehousing.org.uk

Tewkesbury Borough Council

Council Offices, Gloucester Road,
Tewkesbury, Gloucestershire, GL20 5TT

01684 272 364
enquiries@tewkesbury.gov.uk

Scottish Power

SP Energy Networks, Data Management,
Scottish Power Energy Networks,
Prenton Way, Prenton, CH43 3ET

0151 609 2373
customer.care@sppowersystems.com

Severn Trent

Severn Trent Water Ltd, Customer Relations,
PO Box 5310, Coventry, CV3 9FJ

08457 500 500
customer.relations@severntrent.co.uk

PART TWO

2.1 Climate Change

2.1.1 What is Climate Change?

'Climate Change' refers to changes in the earth's temperature over the last 100 years. Changes in climate can be caused by adjustments to climatic systems such as a volcanic eruption and cyclical changes in solar activity.

Today, climate change is most often used in to depict an anthropogenic (human) change to climate. The principal way in which humans are understood to be affecting the climate is through the release of greenhouse gases into the atmosphere.

Climate Change is used interchangeably with "global warming" both of which reflect a trend of warming that scientists have observed over the past century. Climate Change is a more fitting term than global warming, as climate change describes the broader changes in climate.

2.1.2 The Cause of Climate Change

There is now strong evidence and almost universal agreement between scientists & academics that significant recent global warming can not be explained just by natural causes. Humans are changing the climate by their actions through heating our homes, running our cars, construction and manufacturing all of which emit greenhouse gases, which warm the atmosphere.

In the last 100 years, the Earth has warmed by 0.75 degrees Celsius. Global sea levels have risen, glaciers and sea ice have melted, and extreme weather events, like floods and droughts, have been more frequent and unpredictable.

PART TWO

2.1.3 The Effects of Climate Change

The effects of climate change can be seen in the UK and around the world. UK temperatures, including those of British coastal waters, have already risen. Globally, extreme weather is predicted to become more common and to have a negative impact on humans, animals and plants.

Globally, 2000 to 2009 was the warmest decade since records began in 1850. The average temperature of the atmosphere near the Earth's surface has risen by about 0.75 degrees Celsius since around 1900.

The overwhelming view amongst climate science experts is that, if we continue to emit greenhouse gases:

- global temperatures could rise between 1.1 and 6.4 degrees above 1980 to 1999 levels
- this could happen by the end of the 21st century

The exact amount depends on the levels of future greenhouse gas emissions.

PART TWO

2.1.4 What Can Be Done?

Tackling climate change will be one of the most important things this generation does, and everyone needs to get involved. Every day, more and more people are taking actions to help reduce carbon emissions and tackle other environmental problems. Here are some ideas about how you can help.

1. Save energy and water at home

The energy you use at home is likely to be your biggest contribution to Climate Change. 80 percent of the energy used goes on heating and hot water, so this is a good place to look for savings.

2. Getting around

Travel accounts for around a quarter of all the damage individuals do to the environment, including climate change effects.

3. Eating and Drinking

Producing, transporting and consuming food is responsible for nearly a fifth of our Climate Change effects. Some foods have a much bigger impact on the environment than others.

4. Recycling and cutting waste

Reducing, reusing and recycling waste saves on the raw materials and energy which are needed to make new paper, metal, glass and other items. Saving energy helps tackle climate change.

5. Greener shopping

There are now lots of choices you can make when shopping that help take care of the environment.

PART TWO

2.2 Energy Saving Tips

10 ways to save energy, money, and help prevent climate change.

1.	Turn your thermostat down	Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.
2.	Check your thermostat	Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.
3.	Stop heat escaping	Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.
4.	Check your lights	Always turn off the lights when you leave a room.
5.	Turn off appliances	Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.
6.	Wash full loads	If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.
7.	Use what you need	Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).
8.	Turn off taps	A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!
9.	Energy saving light bulbs	They last up to 10 times longer than ordinary bulbs, and using one can save you around £40 over the lifetime of the bulb.
10.	Energy saving trust	Visit www.est.org.uk and carry out a home energy check. By answering a few simple questions about your home you will receive a free, impartial report telling you how you can save on your household energy bills.

PART TWO

2.3 The Code for Sustainable Homes (CSH)

The Code for Sustainable Homes (CSH) is an environmental assessment method for rating and certifying the performance of new homes. It is a scheme lead by the Department of Communities and Local Government (DCLG) and has been created to encourage continuous improvement in sustainable home building.

2.3.1 Scope and Scoring

The Code uses a sustainability rating system – indicated by 'stars', to communicate the overall sustainability performance of a home. A home can achieve a sustainability rating from one (*) to six (*****) stars depending on the extent to which it has achieved Code standards. One star is the entry level – above the level of the Building Regulations; and six stars is the highest level – reflecting exemplar development in sustainability terms.

The sustainability rating which a home achieves represents its overall performance across the nine Code design categories, these include:

- Energy
- Water
- Materials
- Surface water run-off
- Waste
- Pollution
- Management
- Health and well-being
- Ecology

PART TWO

2.4 Detailed Operations

2.4.1 Thermostat

Setting the time

Use the + or - buttons to set the correct time then press the green button to confirm. Each press of the buttons will change the time by one minute and holding them down will change the time slowly at first and get progressively quicker.

Note: If this mode is entered accidentally then press the AUTO, MAN or OFF buttons to exit.

The Built-in Heating Program

The built-in heating program has 4 temperature level changes that can be altered from 3.00am to 2.50am the following day. This allows you to maintain the evening temperature after midnight. The temperature level can be set between 5°C and 35°C, and adjusted in 0.5°C increments.

To save you the hassle of setting the timer we have done it for you. Your heating has been set to come on at four set points throughout the day:

Period	1.	2.	3.	4.
Time	6.30	8.00	18.00	22.30
Temperature	21ºC	18ºC	21ºC	16ºC

However if these times are not suited you can change it by following these instructions

You will find the thermostat (Fig 1.) situated in your hall or in the case of a first floor flat at the top of the stairs.

PART TWO

Reviewing the Heating Program

To review or edit the heating program use the PROGRAM < or > buttons to navigate between the 4 individual programming periods.

To change the heating program:

a. Press either of the PROGRAM < or > buttons to enter the programming mode. The time / temperature settings for period 1. will be flashing as shown. The active period is highlighted by a flashing square around the numbers at the bottom of the screen.

b. To adjust the period start time use the + or –buttons the display will stop flashing and the 'OK' indicator will be displayed. Holding the button down will change the time quickly.

Note: If you are pressing the + or - buttons and the display flashes the next period, it means the next period will be pushed forward.

c. Once the required time is reached press the green OK button to confirm.

Note: If the original time setting did not require adjustment press the green OK button to move to step 'd'.

d. The temperature setting for period 1. will now be flashing. To adjust press the up and down buttons and confirm the setting again by pressing the green OK button.

e. The next time and temperature period will now be active. Adjust this by repeating steps b – d above until all 4 periods are set or press the AUTO button to run the program as set, at any time.

PART TWO

Disabling / Enabling Time Periods

The thermostat has 4 periods that can be programmed, but you may not need all of these switch points for your heating requirements. Therefore, any period from 2 to 4 can be removed from (or returned to) the heating program profile.

To disable or enable time periods:

a. To disable unwanted periods go to the desired period (2 to 4) using the PROGRAM **<** or **>** buttons to navigate, ensure the correct period is highlighted with the flashing square symbol. Press and hold the button for at least 2 seconds and the display will indicate the period has been removed from the program.

b. To enable periods again follow the same procedure as above, navigating to the already disabled period. To enable this period again press and hold the **i** button for at least 2 seconds.

Choosing the operating mode

The thermostat can operate in 3 different ways: Automatic, Manual or Off. The screen will indicate which mode is currently in operation.

Auto (automatic) will set your heating to a default temperature setting which can be personalised if required. Operating the thermostat in this way is the best ways to maintain a high temperature level whilst maximising your energy saving.

Man (manual) this mode acts as a simple thermostat which has fixed set points throughout the day. The set point can easily be adjusted from 5°C – 35°C using the up and down keys. The selected temperature will remain constant until the settings are adjusted

Off mode sets the thermostat to the minimum of 5°C that acts as a frost prevention measure for your home.

PART TWO

2.5 Links, References and Further information

Energy Savings Trust
21 Dartmouth Street,
London, SW1H 9BP
0800 512 012
www.est.org.uk

Act on CO^2
Whitehall Place,
London, SW1A 2AW
0800 512012
www.direct.gov.uk/ActOnC

Department of Energy and Climate Change
3 Whitehall Place,
London, SW1A 2AW
0300 060 4000
www.decc.gov.uk

Met Office
Fitzroy Road,
Exeter, EX1 3PB
0870 900 0100
www.metoffice.gov.uk

Stroma
Pioneer Way, Castleford,
West Yorkshire, WF10 5QU
0845 621 11 11
www.stroma.com
info@stroma.com

BRE
Bucknalls Lane,
Watford, WD25 9XX
01923 664000
www.bre.co.uk
enquiries@bre.co.uk

PART THREE

3.1 Environmental Strategy & Design Features

3.1.1 Rainwater Harvesting

The Rondus Rainwater Harvesting System has an underground tank which is designed to be stable in groundwater and in cohesive soils. It gives users the ability to collect rainwater from roofs which can then be stored and used as a source of free water. Your dwelling has been fitted with a Rondus Rainwater Harvesting System which typically supplies 50% of your water requirements.

System Features:

- Underground tank
- Manhole cover lid for access to the tank for inspection
- An internal filter positioned within the top of the underground tank that the down pipes connect to a submersible water pump inside the tank that pumps the harvested water to a header tank in your loft space.

Benefits of the system:

- Free source of water
- The water is kept out of the storm-water management system, thereby helping to reduce flooding risks
- Rainwater is better for your garden as it has a balanced ph and is free of chemicals such as chlorine.

PART THREE

The housing association will take care of the maintenance annually, however this may help diagnose the fault should a problem occur.

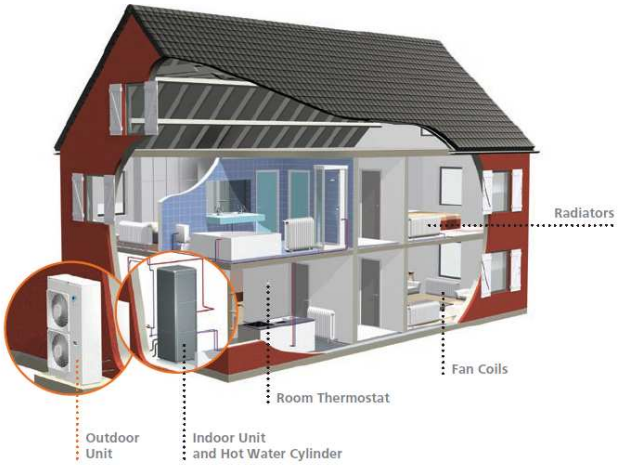
System Components	Operation	Notes
Gutter/ Downpipes	Inspection/ Maintenance	Check for leaks and blockages caused by debris. Clean the gutters if necessary
Filter	Inspection/ Maintenance	Check condition & Clean if necessary
Storage Tank	Inspection/ Maintenance	Check that there are no leaks, that there has been no build up of debris and that the tank is stable and the cover is correctly fitted Drain down and clean the tank (Every 10 years)
Pump/ pump controls	Inspection/ Maintenance	Check that there are no leaks and that there has been no corrosion; carry out a test run; check the gas charge with the expansion vessel or shock arrestors
Back-up water supply	Inspection	Check that the backup supply is functioning correctly, that there are no leaks and that the air gaps are maintained
Control Unit	Inspection/ Maintenance	Check that the unit is operating correctly, including the alarm function where applicable
Water Level Gauge	Inspection	Check that the gauge indication responds correctly to the water level in the tank
Wiring	Inspection	Visually check that the wiring is electrically safe
Pipe work	Inspection	Check that there are no leaks, that the pipes are water tight and that overflows are clear
Markings	Inspection	Check that warning notices and pipe work identification are correct and in place
Support and Fixings	Inspection/ Maintenance	Adjust and tighten, where applicable

PART THREE

3.1.2 Air Source Heat Pump

Your home has been fitted with Daikin Altherma Air Source Heat pump. These heat pumps are highly flexible, energy efficient home heating system that extracts the heat from the outside air, raises this heat to a higher temperature and then distributes warmth around the home.

At the heart of the system lies an air to water heat pump. Because of this advanced technology, three quarters of the heat generated by the Daikin Altherma system is from a renewable energy source, the air around us, and therefore absolutely free of charge! It offers triple the efficiency of the most efficient boilers and produces 2/3^{rds} of all heating and hot water required for your home. This can save you on average £270 on yearly fuel costs compared with running an energy efficient A-rated boiler.



Operating instructions

To adjust the temperature in your home to a comfortable level and to save energy when you are away you will need to adjust the thermostat which is located in your hall there are three setting which you can use;

Auto (automatic) will set your heating to a preset temperature program which can be personalised.

Man (manual) this mode acts as a simple thermostat which has fixed set points throughout the day. The set point can easily be adjusted from 5°C – 35°C using the up and down keys.

Off mode sets the thermostat to the minimum of 5°C that acts as a frost prevention measure

PART THREE

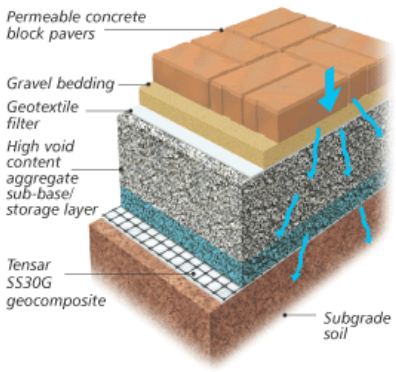
3.1.3 Sustainable (Urban) Drainage Systems

SUDS is designed to reduce the potential impact of new and existing developments with respect to surface water drainage discharges.

They are designed to replicate natural systems that use cost effective solutions with low environmental impact to drain away dirty and surface water run-off through collection, storage, and cleaning before allowing it to be released slowly back into the environment.

Sustainable Urban Drainage Systems

Conventional drainage systems are renowned for flooding and polluting of the environment and as a result can cause harm to wildlife & habitats and can contaminate groundwater sources which are used for drinking water. The Weholite system at Oaklands has been designed by a hydrologist to be easily managed and will be maintained by Gloucestershire Highways.



SUDS use the following techniques:

- source control
- permeable paving such as pervious concrete
- storm water detention
- storm water infiltration evapo-transpiration (e.g. from a Green roof)

PART THREE

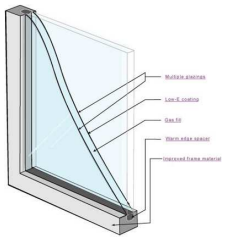
3.1.4 Prefabricated Timber Frame

Timber frame construction has developed significantly over recent years and is seen by the industry as an excellent way to meet demand for more energy-efficient homes while helping to reduce CO2 emissions and help mitigate the effects of climate change.

Your home has been constructed using a Prestoplan Presswall System which is a closed panel system which is pre-assembled wall panels and typically include insulation, moisture control layers and the weathering envelope. The benefits of this type of construction is speed of construction, improved quality may be improved due to more co-ordinated supply chain processes and production in controlled factory environments.

3.1.5 Low-E Glass

Low-emission glass (Low-E) is a clear glass that has microscopically-thin coating of metal oxide. This allows the sun's heat and light to pass through the glass into the building. At the same time it blocks heat from leaving the room, reducing heat loss considerably. It increases the energy efficiency of windows by reducing the transfer of heat or cold through glass. That means in the winter your house stays warmer, and in the summer it stays cooler.



3.1.6 Certified Timber

All the timber used in your home is Certified Timber which has been sourced from responsibly managed forests. This ensures that your home has not caused unnecessary damage to the environment when sourcing construction materials for your home.

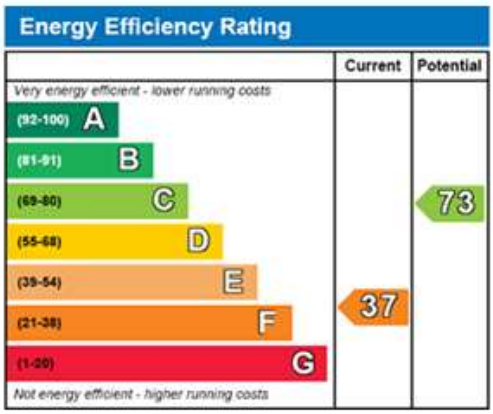
PART THREE

3.2 Energy Usage

3.2.1 Energy Performance Certificates

Better Known as (EPCs) they give you information on how to make your home more energy efficient and reduce carbon dioxide emissions. All homes bought, sold or rented require an EPC. Around 27 per cent of the UK's carbon dioxide emissions come from domestic homes.

In the appendices of this guide you will find one that is specific to your home.



Example of energy efficiency rating graph for homes

What they tell you

An EPCs contain:

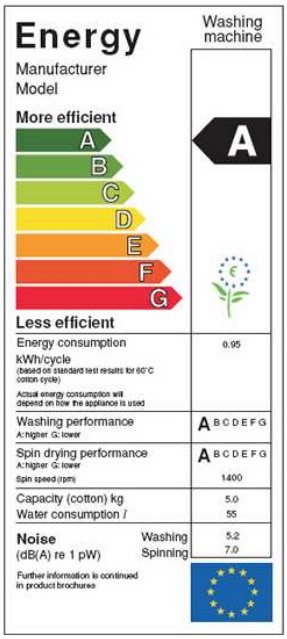
- information on your home's energy use and carbon dioxide emissions
- a recommendation report with suggestions to reduce energy use and carbon dioxide emissions

Energy use and carbon dioxide emissions

EPCs carry ratings that compare the current energy efficiency and carbon dioxide emissions with potential figures that your home could achieve. The rating measured using an 'A' to 'G' grading system. With 'A' being the most efficient, while 'G' is the least efficient. The average efficiency grade to date is 'D'. All homes are measured using the same calculations, so you can compare the energy efficiency of different properties.

PART THREE

3.2.2 Details of EU labeling scheme for white goods



The EU Energy Labelling scheme is a compulsory requirement for all white goods and home appliances sold within the EU. It allows consumers to clearly see the efficiency and energy consumption of a product.

The system used by the EU Energy Label runs from A to G and primarily shows energy efficiency. Other details shown by the scheme including various performance related ratings (also scaled A to G).
Since its introduction in 1995, the EU Energy Label has become a widely recognised and respected guide for manufacturers and consumers alike.

The scheme covers; Dishwashers, Washing Machines, Freezers, Fridge Freezers and Refrigerators.

All of which require a D rating or above.

In the appendices you will also find a Shopper's Guide to Green Labels which has been provide by Defra, The Department for Environment, Food and Rural Affairs. This will help you understand environmental labels on products

PART THREE

3.2.3 Low energy light fittings

Depending on how long your lights are in use every day, just one energy saving light bulb could save you on average around £2.50 a year. And the light bulb will last around 10 times longer than a standard bulb and could save you around £40 before it needs replacing.

Fitting all your light with energy saving bulbs and you could save around £37 a year and £590 over the lifetime of all of the bulbs.

These savings take into account the higher cost of energy saving light bulbs. With prices starting from £1 - £2, you'll usually recoup the extra outlay within a year.

Energy saving light bulbs use between a fifth and a quarter of the electricity of ordinary bulbs to generate the same amount of light. So where you'd normally use a 60W bulb, you'll only need a 11-14 Watt bulb.

Standard bulbs	Energy saving equivalent
25W	5-7W
40W	8-9W
60W	11-14W
100W	20-23W

PART THREE

3.3 Water Usage

3.3.1 Sanitary Ware

Kitchen taps

Pegler Mercia QT kitchen mono with a 6 litres per min flow restrictor fitted

Toilets

The Galerie FLUSHWISE WC which has won the Waterwise Marque is a dual flush that operates using 4 or 2.6 litres of water.

Shower

The Triton Domina shower that has been installed requires regular cleaning. The showerhead MUST be regularly cleaned to remove scale and debris.

Bath Volume

Twyford signature 140 litre bath

Hand basin

Bristan Java mixer with a flow rate of 4 litres per min

PART THREE

3.3.2 Water saving measures and tips

Considerations have been made to limit the amount of water used in your dwelling these include; all wash hand basin taps have flow regulators which limits the flow to 4 litres per minute. The toilets have a 4/2.6 litre dual flush which gives the option to save water. The bath has an overflow of 140 litres which is 40 litres less than a conventional bath and your electric shower has a flow rate of below 6 litres per minute.

There are also simple steps that you can take to reduce your water consumption which will help to save you money and water usage.

- Take a shower rather than a bath
- Don't run the tap whilst cleaning your teeth
- Only boil as much water as you need when making drinks
- Don't leave taps dripping - repair any worn washers
- Only wash full loads in washing machines and/or dishwashers
- Water remaining after boiling eggs can be cooled and used to water plants as this is high in nutrients as is the dirty water taken from a fish tank
- If you drink tap water and normally run the tap for a while to ensure the water is cold, collect this initial supply either in your kettle or to water plants etc. alternatively, instead of waiting for it to run cold keep a jug of water in the fridge.
- Wash vegetables in a bowl rather than under a running tap.

PART THREE

3.3.3 Water Butt

There are also saving that can be made for external water use. Your home has been provided with a water butt that gives you a supply of up to 200 litres of rainwater which can be used for general gardening purposes or even washing your car.

Garden watering is the largest element of domestic external water use in our homes; hoses and garden sprinklers can be extremely wasteful of water and a sprinkler can use the same quantity of water in an hour as an average family of four would use in a day. Depending on size and pressure, hoses and sprinklers can use upward of 540 litres of water per hour.

By using your water butt you are taking advantage of this free resource whilst reducing the amount of water being discharged into drains and watercourses; helping to reduce the risk of localised flooding and importantly reduce your water bills.

There are various other products on the market that can also help to reduce the water demand with your garden, for example:

- Drought resistant turf specifically designed to minimise the requirement for watering
- Highly efficient garden irrigation systems
- Water storing gels which hold water and releases it as the soil dries
- Soil conditioners and composts which enable greater water storage
- Even waterless car wash systems are available.

PART THREE

3.3.4 External water use and efficiency

Tips for outdoor water use

- When gardening try to use a watering can, a drip irrigation system or a hosepipe with a trigger and better still connect it to your water butt. This allows for sensible water wise gardening, whilst still conserving supplies.
- Pressure washers use a lot of water. Use them sparingly and think about what you are doing. If must use one to wash your patio furniture or bike, why not do it on the lawn so the water gets recycled.
- Lots of people use bathwater on their garden. Remember this is dirty water. Use it immediately and never store it. Do not use it on fruit or vegetables or near children.
- Use a trigger nozzle on your hosepipe to halve the water used and direct the water flow to the roots of your plants. Alternatively by using a watering can you can significantly reduce the amount of water wasted.
- Your roof collects about tens of thousands of rainwater each year. This could fill your water butts hundreds of times with free water.
- Use a bucket and sponge to wash your car. Just 30 minutes with a hosepipe will waste hundreds of litres. And, using a bucket will give your car a much more precise wash. If you must use a hosepipe, attach a trigger nozzle.
- Use mulch and bark in your garden to reduce evaporation by up to 75%
- Think about mixing some drought resistant bedding and perennial plants to your garden to add diversity.

PART THREE

3.4 Waste & Recycling

3.4.1 Your household refuse and recycling service

Tewkesbury Borough Council provides a number of services for residence within the Borough. Services include:

Recycling, refuse, food waste, garden waste collections & Household recycling centres

The collection dates for the applicable services are as follows;

	Days	Frequency
Recycling (Blue)	Wednesdays	Fortnightly (opp. week to green bin)
Refuse (Green)	Wednesdays	Fortnightly (opp. week to blue bin)
Food waste (Caddy)	Wednesdays	Weekly collection
Garden waste (Brown)	Wednesdays	Fortnightly same as green bin

Recycling (blue bin, garden waste and food waste)

The blue bin recycling collection is a fortnightly collection service on alternate weeks to the green refuse bin. Please ensure your blue bin is placed at the kerbside by 7am next to your larger food caddy.

Each dwelling is provided with a blue bin for recycling. If you do not have a blue bin or would like to order an additional recycling bin please telephone the Council on 01684 295010.

- Please refer to the Recycling service calendar that has been provided for what materials can be collected

PART THREE

- Refuse collection (green bin)

All rubbish collected in the green bin goes to landfill. We encourage all residents to recycle as much as possible before putting anything in the green bin. This reduces the impact on the environment and Under the Duty of Care regulations, all householders need to ensure that their refuse is passed to authorised carriers only. Householders not taking reasonable measures to do so could face fines of up to £5,000.

Refuse collection guidelines:

- All rubbish must fit in the green bin and the lid must be closed.
- Rubbish placed at the side or on top of the green bin will not be collected
- Put your food waste caddy next your green bin for collection. The same crew will collect the food waste in a separate compartment one the vehicle.
-

If you have 5 or more in the family you can purchase an additional green bin. Please put this request in writing to: Direct Services Manager, Tewkesbury Borough Council, Council Offices, Gloucester Road, Tewkesbury, Gloucestershire, GL20 5TT.

3.4.2 Collection day changes

When there is a Bank Holiday in the week, the refuse is usually collected one day later. Separate arrangements are made for the Christmas/New Year period.

The Council will supply householders with a green wheeled bin for domestic refuse at a charge of £35. To order a bin please telephone the Council on 01684 295010. Delivery can take up to 14 days.

PART THREE

- Food waste collection

Tewkesbury Borough Council operates a food waste collection on a weekly basis.

How to use the weekly food waste collection

1. Line the small caddy with a compostable liner or newspaper
2. Use the smaller caddy in the kitchen to collect the food waste
3. Every few days transfer the food waste (and the liner) to the larger caddy
4. Put the larger caddy outside next to the correct bin, every week for collection

The food waste is then collected weekly which is then taken to the Forest of Dean where it is turned into compost

- Caddy Facts:

Both caddies are lockable. Rotate the handle to the front of the caddy and it locks. This prevents pets and pests getting inside.

Using a liner will keep the caddy clean but it is recommended that every few months they are washed out with warm soapy water. The water can be tipped down the drain (it's just like dirty washing up water). Caddies are dishwasher safe up to 60°C.

PART THREE

- Garden waste collection

The Garden Waste Collection scheme was introduced in March 2006 in response to government targets for increased recycling. Since its introduction, there are now over 12,000 residents subscribing to the scheme. This has prevented over 10,000 tonnes of compostable waste from going to landfill.

- How does it work?

Residents subscribe to the scheme by ordering and paying in advance annually. Customers then receive a loaned brown wheelie bin in which to keep their garden waste. The bin is normally delivered within 28 days of your subscription payment being taken. It will be emptied fortnightly, on the same day that your green refuse bin is emptied. You will need to ensure that the brown bin is put out by 7am on the day of collection. The brown bin is emptied fortnightly, on the same day that green bins are emptied. The cost of one year's subscription is £32.

The bin can be used for items such as; *hedge & shrub clippings, grass cuttings, and leaves etc.*

PART THREE

How to subscribe/renew your subscription

Whether you're subscribing for the first time or renewing your subscription, there are various payment methods available.

To pay online (renewals only)

To pay over the phone using a credit/debit card, please call 01684 295010.

To pay by cheque, please make your cheque payable to "Tewkesbury Borough Council" and send it to Tewkesbury Borough Council Offices, Gloucester Road, Tewkesbury, GL20 5TT with a covering letter giving your full address details (including postcode), a contact telephone number and, if applicable, an email address.

3.4.3 Information on recycling bins and their location

Within your kitchen cupboard you will find a fitted 30 litre bin for recyclable household waste. This is to assist you with recycling and is in addition to your domestic waste bin.

PART THREE

3.4.4 WRAP

Waste and Resources Action Programme (WRAP)

WRAP is a non-profit organisation that is supported by government funding. Its main aim that is achieved through working with partners is to prevent waste, promote recycling and develop markets for valuable products. WRAP works with the public providing information and tools that support recycling and reduces food waste. This helps bring measurable gains to the economy and long term benefits to the environment.

WRAP works in England, Scotland, Wales and Northern Ireland to help businesses and individuals reap the benefits of reducing waste, develop sustainable products and use resources in an efficient way.

Areas WRAP Impacts on

Waste prevention

Both at home and at work WRAP seeks to reduce the amount of waste produced protecting natural resources whilst cutting costs and reducing carbon footprints.

Collecting and sorting

Helping people to recycle as much of their waste as possible to reduce the amount of rubbish being sent to landfill and reduce the need to extract materials.

Recycling and reprocessing

Helping the UK recycling and reprocessing sector to create demand for recyclable material.

Market development

Helping with the recycling of material through efficient processes creating high-value products and suitable market demand.

If you would like guidance on recycling and sustainable waste disposal please visit their website for further information; www.wrap.org.uk

PART THREE

3.4.5 Recycling

The local authority offers a bulky domestic waste collection service for the removal of large household items, from outside your home. Before disposing of any unwanted furniture or goods please consider donating your unwanted goods to one of the organisations below. This will save you the cost of disposal and will enable others to reuse you unwanted items.

Furniture Recycling Project
Warehouse 5
The Docks
GL1 2EH

01452 302 303

Emmaus Gloucestershire
Secondhand Superstore
Chequers Road
Gloucester
GL4 6PN

01452 413095

British Heart Foundation Re-use shop
92-96 Northgate Street
Gloucester
Gloucestershire
GL1 1SL

0844 248 9133

Advertise your unwanted items for free at;

www.**freecycle**.org

www.**ilovefreegle**.org

And remember you can also obtain items from here for free as well!

You could always sell your unwanted goods on ebay, news agents window or even in your local paper

PART THREE

3.4.6 Bulky Waste Collection

However if these options are not suited you can use the local authorities collection service;

Each household in the city can have up to 3 items removed, for a charge of £24 (additional items £8).

Concessions are available for those on Housing Benefit and Council Tax Benefit for a charge of £12 (additional items £4). If you are applying for a concessionary rate you may be asked to provide evidence of eligibility.

We can only remove the type of items which you would take with you if you were moving house. To arrange a collection, please complete the online request form or ring 01452 396396.

We cannot take fixtures and fittings, for example kitchen units, doors or fitted wardrobes. This service also does not cover garden rubbish, DIY items and bathroom fittings.

Removal of these items can be arranged at an extra cost by telephoning 01452 396396

Typical items include:

- **furniture, e.g. sofas, armchairs, beds, tables, desks, wardrobes (a 3-piece suite or a table & chairs counts as a single item)**
- **appliances, e.g. fridges, freezers, dishwashers, microwave ovens, tumble dryers, washing machines**
- **audio-visual equipment, e.g. stereo systems, televisions, CD/DVD players**
- **mattresses**
- **carpets and lino**
- **garden furniture, e.g. lawn mowers, spades, rakes**
- **bicycles**
- **large children's toys**

Items such as building materials, sheds/greenhouses, radiators, kitchen units/sink, tops car parts/batteries and bathroom suites will not be collected.

PART THREE

3.4.7 Household Recycling Centres (HRC's)

At Household Recycling Centres (formerly known as "The Tip") you can recycle a wide range of materials.

Gloucestershire County Council provides five Household Recycling Centres (HRCs). At these sites, even more items can be recycled than at neighbourhood recycling banks The nearest Household Recycling Centre (HRC) is conveniently located in Hempsted, which is six miles from your home and can be found just off Llanthony Road. The facility is open all year round except Christmas Day (25th December) and New Years Day (1st January).

PART THREE

It is now necessary to book an appointment to bring a van, pick-up or vehicle with a trailer to any of Gloucestershire county Council's Household Recycling Centres. Small trailers with a load space up to 6ft by 4ft do not need to book.

To make an appointment please phone: 0845 602 9344 (lines open 9am – 5pm Mon to Fri) giving 24 hours notice. Proof of residency will be required on your visit.

Open 7 days a week (except Christmas Day and New Year's Day)

Opening hours: 9am – 6:15pm all year round

The Household Recycling Centres cannot accept any business waste. It is illegal for HRCs to accept any waste from businesses.

PART THREE

3.4.8 Information on compost bins and their location

Your home has been provided with a compost bin which is located in your back garden next to the footpath to make it more accessible. It can be used for disposing of garden waste and house hold organic waste such as; tea bags, uncooked vegetables, fruit and egg boxes. Please read the following guide for details on how to make the best use of your composter.

For further information please visit; www.**recyclenow**.com

Home Composting - How to Get Started

Step One - Placing your bin

It's best to site your bin on a level, well-drained spot. This allows excess water to drain out and makes it easier for helpful creatures such as worms to get in and get working on breaking down the contents. Placing your bin in a partially sunny spot can help speed up the composting process.

Step 2 - Put these in

Like any recipe, your compost relies on the right ingredients to make it work. Good things you can compost include vegetable peelings, fruit waste, teabags, plant pruning's and grass cuttings. These are considered "Greens." Greens are quick to rot and they provide important nitrogen and moisture. Other things you can compost include cardboard egg boxes, scrunched up paper and fallen leaves. These are considered "Browns" and are slower to rot. They provide fibre and carbon and also allow important air pockets to form in the mixture. Crushed eggshells can be included to add useful minerals.

PART THREE

Step 3 - Keep these out

Certain things should never be placed in your bin. No cooked vegetables, no meat, no dairy products, no diseased plants, and definitely no dog poo or cat litter, or baby's nappies. Putting these in your bin can encourage unwanted pests and can also create odour. Also avoid composting perennial weeds (such as dandelions and thistle) or weeds with seed heads. Remember that plastics, glass and metals are not suitable for composting and should be recycled separately.

Step 4 - Making good compost

The key to good compost lies in getting the mix right. You need to keep your Greens and Browns properly balanced. If your compost is too wet, add more Browns. If it's too dry, add some Greens. Making sure there is enough air in the mixture is also important. Adding scrunched up bits of cardboard is a simple way to create air pockets that will help keep your compost healthy. Air can also be added by mixing the contents. After approximately 6-9 months your finished compost will be ready.

Step 5 - Using your compost

Finished compost is a dark brown, almost black soil-like layer that you'll find at the bottom of your bin. It has a spongy texture and is rich in nutrients. Some bins have a small hatch at the bottom that you can remove to get at the finished product, but sometimes it's even easier to lift the bin or to tip it over to get at your compost. Spreading the fnished compost into your fowerbeds greatly improves soil quality by helping it retain moisture and suppressing weeds. Composting is the easiest way to make your garden grow more beautiful.

PART THREE

3.5 Sustainable DIY

If you are planning to carry out DIY it is important to choose the most suitable materials for the job. Here are some tips to ensure that you chose products that are sustainable, non-hazardous and are suited to your home.

Decoration @ Apperley

Paint used: Crown gardenia throughout

Available from: Widely

Tiles used:

Bathroom - CAN30084
200 x 200mm (flat white)

Kitchens BCT11729
150 x 150 mm (bumpy whites)

Available from:

CANDY
(British Ceramics)

Fixings – it is important to remember that your house is constructed using a timber frame so when fixing a picture frame to the wall for example you will need to check exactly what you are screwing into. It will be either plasterboard or into the stud wall, in the case of it being plasterboard you will need a cavity wall fixing. If it is stud you should be able to screw directly to the wall. If you are in any doubt you should contact a professional as it is essential that know exactly what you are screwing/drilling into prior to starting.

Timber – the timber you choose can have an impact on the environment. Materials that are less environmentally damaging do not necessarily cost more, often perform well, and many are widely available.

PART THREE

Paints & Finishes

When choosing a paint or finish try to find one with a low environmental impact. You can do this by choosing:

- a product without a hazard warning on the label
  (a black symbol on an orange or yellow square, with a description of the hazard)
- 'natural' or 'all natural' paints, milk paints and white washes can contain less harmful substances than ordinary paint
- calculate how much paint you need and try not to buy too much - a lot of paint that people buy is never used
- look for the European Ecolabel for indoor paints (shown in the background)

Volatile organic compounds (VOCs)

Most paints contain VOCs, which can be harmful to humans, wildlife, plants and even building materials. New legal limits have been introduced for VOC content in paints and varnishes used around the home. VOC content must now be displayed on all such products:

- choosing the appropriate product with the lowest VOC content you can will help reduce harmful effects

Think twice about projects that consume energy

Some DIY projects will increase your energy usage significantly, increasing fuel bills and your contribution to climate change. If possible:

- think about using solar power for water features and lighting in your garden

Manufacturing tools use energy and resources, but many are hardly used. The average drill is used for less than 15 minutes in its entire lifetime, so consider borrowing or hiring instead of buying.

PART THREE

3.6 Tips for making the best use of your Home

3.6.1 General

Windows & Doors

Have been provided by Anglian products are designed and constructed to require minimum maintenance. PVCu frames are chemically stabilised to prevent discolouration and should only require an occasional clean with warm water and detergent to prevent a build-up of dirt and pollutants.

Listed below are some useful do's & don'ts which have been taken from the Anglian products customer guide:

DO

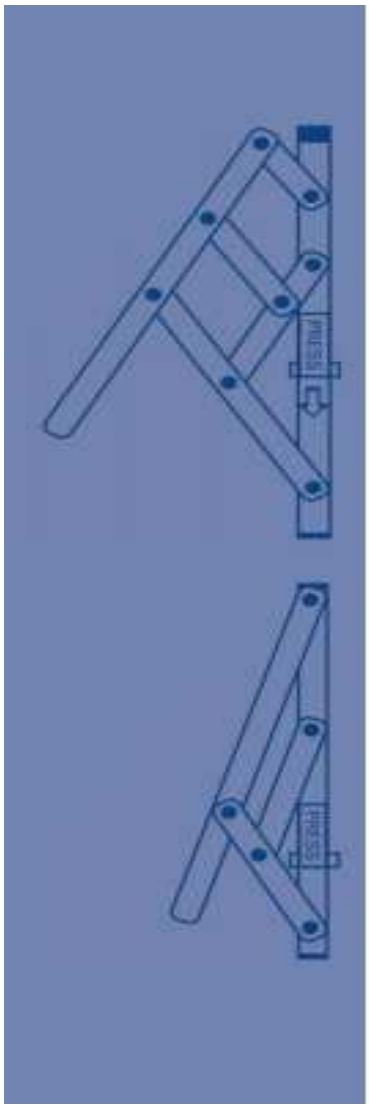
- Clean the glass regularly with a liquid spray glass cleaner
- Occasionally wash the PVCu with warm soapy water and wipe dry
- Use PVCu cleaner on isolated stubborn stains by applying with a damp cloth
- Always ensure that the drainage slots are kept unblocked and free of dirt etc
- Keep hinge and locking gear tracks clear of dust and debris to reduce wear

DON'T

- Use glass cleaner on PVCu
- Use coloured glass cleaner
- Use abrasive past cleaner
- Use excessive pressure
- Use high pressure or steam cleaners
- Use any type of bleach, solvent or adhesives
- Use any unspecified tools or abrasive papers such as sandpaper

PART THREE

3.6.2 Windows



Hinges Adjustment, cleaning & lubrication

Maintenance

Friction stays are fitted as standard on Anglian windows. It is important to keep the track free from dust and dirt.

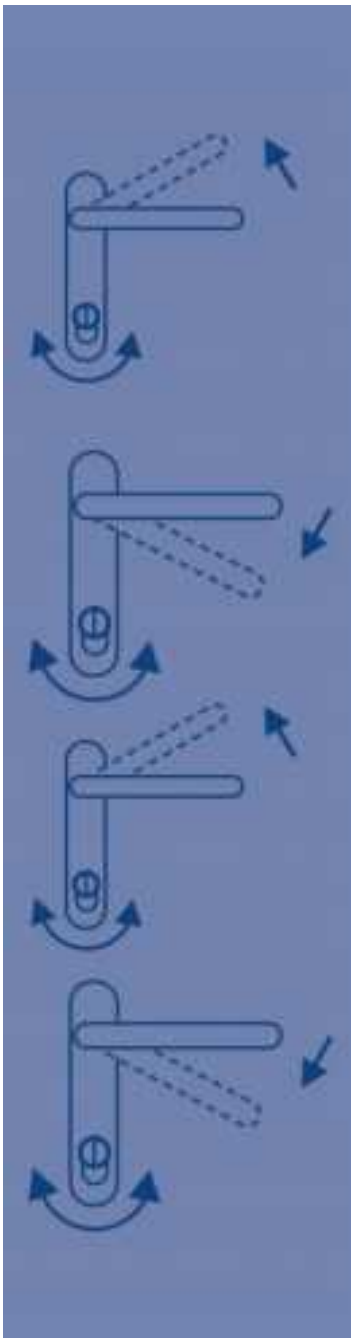
Clean the stay and apply lubricant i.e. 3 in 1 oil (but not too much) to the pivot points but not the slider guides.

The slider friction can be adjusted by turning the screw in a clockwise direction to increase the friction but do not over tension the screw.

Restrictor

When a restrictor devise is fitted the window will initially open to 100mm – 4 inches.

To fully open the window depress the catch. Please be aware this device is fitted for safety so should not be left open around unsupervised children.



3.6.3 Doors

Locking the door from outside

Close the door and lift the handle as far as it will go to engage the multi-point locking mechanism. Return the handle to horizontal position and insert and turn key fully to lock the door. Reverse the key half a turn to remove from the door which is now fully locked.

Unlocking the door from outside

Place key in the lock and turn fully to unlock. Press down on the handle to disengage the multi-point locking mechanism and return it to the horizontal position. Turn the key to retract the latch and push or pull open.

Locking the door from inside

Close door and lift handle as far as it will go to engage multi-point locking mechanism. Return handle to horizontal position insert key and turn fully to lock the door. Reverse the key half a turn to remove from the door which is now fully locked.

Unlocking the door from inside

Place key in the lock and turn fully to unlock.
Press down the door handle to disengage the multi-point locking mechanism and the door will now open.

Remember to ensure that your keys are easily available at all times as precious time may be lost searching for them in an emergency.

If you have any queries regarding your windows or doors please contact Anglian on 01603 422000 or visit **anglian-building**.co.uk

PART THREE

3.6.4 Minimising Condensation

Although you can not see it there is always moisture in the air. This can appear as condensation and be seen as steam or mist on your bedroom windows in the morning, in the bathroom mirror or from your 'breath' that you can see when you go out on a cold day. It mainly appears in cold weather and is found on the coldest surfaces or in places where there is little or no movement of air. You will find it in the corners of rooms, or near windows or behind furniture. It mostly appears on north facing walls which are colder because they do not get the sun.

The damp caused by condensation can cause mould to grow on walls, fabric and furniture which eventually leads to rotting. It can also cause paint to blister and wallpaper to peel off. Mould gives off tiny seeds called 'spores' - these spores float in the air (this is how it spreads) and can make conditions such as Asthma.

Modern construction techniques such as insulation to walls, draught proofing on doors and sealed window units have made it easier for you to keep your home warm by minimising draughts and stopping heat escaping from your home. But these improvements also stop moisture escaping. To reduce the risk of condensation in your home a control system can be installed such as Mechanical Ventilation Heat Recovery (MVHR). Please see section one for further details.

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There are a number of things you can do:

Make less moisture

- Wipe the water from your windows and sills with a cloth, but make sure you wring your cloth out in the sink and don't put the wet cloth on a heater to dry. Putting a wet cloth on a heater allows the water to evaporate back into the air which means it will re-appear as condensation when the temperature drops.

- Don't dry washing inside your home. All the water from your clothes will go straight into the air and as soon as the air cools you will get condensation on your windows and walls.

- Put lids on you saucepans when you cook. This keeps steam in the pan and saves money on your fuel bill.

- Vent your tumble drier outside. If your dryer is not self condensing make sure you put the hose out of a window to ensure the hot, moisture filled air produced by the machine does not condense inside your home. Opening a window is not enough. You can get hose kits from most electrical & DIY stores.

Increase the Ventilation

- Use the trickle ventilators in your windows. You need a good air flow to help get rid of moisture which is produced in your home all the time. Modern windows have pull down flaps to help ventilate your home. Keep these open as much as possible so damp air can escape.

- Open a window when cooking and after showering/bathing. Boiling pans, hot baths and showers produce lots of steam. Opening a window ensures this steam condenses outside rather than inside your home.

- It also helps to keep your kitchen and bathroom doors shut when these rooms are in use for about 20 minutes after to stop moist air getting into other rooms. When your kitchen, bathroom or other rooms are not in use leave doors open so heat can spread evenly through your home.

Allow air to circulate

- Do not put furniture against the outside walls of your home. The inside walls (between rooms) are always warmer and are therefore less prone to condensation. Leave a gap between the wall and the furniture so air can circulate and ensure that wardrobes and cupboards are properly ventilated to prevent mould growing inside.

Keep your home warm

- When moisture condenses on your walls it makes them colder. This causes you to loose heat and increases the risk of mould growing. It then takes more energy to heat your home to a comfortable temperature which costs more. Heating your home efficiently helps reduce condensation and could save money on your heating bills. Try to keep your home above 18ºC (63°F) - most people find a comfortable heat is around 21°C (70°F). Condensation is sure to occur if you let your home fall below 18°C.

Remove mould as soon as you find it

- You MUST remove mould as soon as you find it to stop it spreading and causing more damage to your home. You can get special cleaning products from DIY stores (always follow the manufacturers instructions) or you could use Detol Mould Remover which is available in all major superstores.

PART THREE

3.6.5 Care of Kitchen

Premiere Kitchens' units are designed to give many years of reliable service in normal household conditions. However it should be noted that the product is a piece of fitted furniture and should be treated with care, paying particular attention to the following areas.

Cleaning of Doors and Drawer Fronts

- These should be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.

- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Avoid excessive water or any other liquid.

Cleaning Interiors of Units

- Brush out any loose dust etc. The interior should then be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.

- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the unit bottom with excessive water or any other liquid.

- Drawer Boxes system is designed to operate under a maximum load of 25kg. Do not lean on partly opened drawers as this may cause the drawer box to part from the drawer runner.

- To remove drawer boxes Pull out the drawer box until it resists. Tip the front upwards to disengage the box from the runners.

-

PART THREE

To clean drawer boxes

Remove drawers from the units and brush to remove loose dirt etc. Clean the drawer box using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.

Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the drawer bottom with excessive water or any other liquid.

General Care

1. Never place hot cooking utensils taken straight from the hob or oven directly onto the worktop surface as this will cause damage. Use heat resistant mats. The Duropal laminate is tested to a temperature of 180c. Boiling water and cooking splashes will therefore do no harm to the surface of the worktop.

2. Do not allow water or other liquids to stand on the worktop or collect around joints and cutouts. Wipe away immediately.

3. Check the seal around all inset sink tops, hob cut-outs, end caps, jointing strips etc. thoroughly in order to ensure no moisture penetration. Always use a sealing agent on exposed chipboard edges and if an edging becomes loose or is damaged have it replaced immediately.

4. Do not cut objects directly on the worktop always use a chopping board for preparing food.

Cleaning Worktops

The major advantage of Premiere Kitchens' worktops is that the HPL surface makes cleaning so simple. Usually a moist cloth is sufficient, but use washing-up liquid to get rid of any grease. Stubborn dirt can be removed with an organic solvent such as methylated spirits or alcohol. Brushes with soft nylon bristles may be used for textured surfaces to ensure a more thorough cleaning but abrasive scouring pads, creams and even polishes should be avoided.

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3.6.6 Care an Maintenance of Driveway

As the Tarmac has been recently laid it is important to take care when moving your vehicle on and off the driveway. During the first 8 to 12 months while the tarmac is curing, try not to park in the same spot every time. Avoid turning the steering wheel while your car is not moving. Doing so may create “power steering marks”. Taking care to turn the wheel slowly and gradually will avoid the risk of scaring the Tarmac.

- Bicycle and motorcycle kick stands, if placed on asphalt at any time while the weather is hot, may sink into the tarmac, leaving either a hole or a mark. To prevent this, you will need to place a board between the asphalt and the kick stand.

- When the surface temperature gets to 40 – 45 °C the surface can be marked easily. To avoid such marks try to limit point turning of vehicles with power steering at all times. The driveway needs to be kept clean and any loose stones need to be removed the risk of grinding the tarmac.

- Due to expansion and contraction of the ground, it is natural for cracking to occur. The cracks should be sealed promptly to prevent water from penetrating the asphalt and causing further deterioration of the pavement please contact the housing association to make them aware if this issue arises.

Tarmac is made up of various sizes of stone and sand, which cause a varied textured surface. It is natural for areas that have been raked and worked by hand to appear a little rougher than areas paved by a machine. This should not be a concern.

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3.7 Emergency Information

3.7.1 General

Make sure that you know where the cut offs and switches are situated, so they can quickly be turned off should an emergency situation arise.

Turn off the ELECTRICITY at the consumer unit in your Hall (Houses) by flicking the switch to off

Turn off the WATER under the kitchen sink

Please Be aware there is a stop tap under the stairs for the rainwater harvesting, this should not be touched by tenants unless instructed

You may be charged for attending to problems caused by wilful damage as detailed in your Tenancy Agreement and Oxbode "Tenants' Handbook". Reference should also be made to the Oxbode "Repairs Handbook" provided in the sign-up pack.

Maintenance/Repair

If you have any maintenance requirements or require an urgent repair your point of contact is Oxbode Housing Association. The number below is operational 24hrs a day.

Oxbode Housing – 01452 505359

PART THREE

3.7.2 Electrical

Smoke alarm

Your home has been fitted with an Aico Ei156TLH optical alarm in the kitchen and an Aico Ei154TL heat alarm upstairs. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.

- The green indicator shows that mains power is present and every 40 seconds the red light will flash to show that it has self tested.
- Pressing the button will test the alarm and sound the horn while suppressed
- When the battery is empty the alarm will flash and beep every 40 seconds to indicate in needs recharging
- Alarm has a 5 year guarantee

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3.7.3 Plan Your Escape

Create an Escape Plan

As recommended by the Fire and Rescue Service every household should have some sort of escape plan just in case the worst was to happen. Hopefully you will never have to use it, but it is important to prepare for it so there is no delay when put into action.

The Fire and Rescue Service can help you devise an escape plan, free of charge.

Key things to consider when devising an Escape Plan

- **Plan together as a family ensuring that all the children in the household know the plan and what to do in the unlikely event of fire occurring**
- **Consider any special arrangements that may be needed for example elderly people**
- **Ensure that the escape route is practicable and clear from obstruction.**
- **Consider where any keys necessary for escape are kept and familiarise yourself with the operation of any windows and doors which might be needed for escape.**

More information on how to devise an Escape Plan can be found on the Fire and Rescue Service website (www.fireservice.co.uk).

PART THREE

3.8 Links, References & Further Information

Energy Savings Trust
21 Dartmouth Street,
London, SW1H 9BP

0800 512 012
www.est.org.uk

Recycle now
No address available

0845 600 0323
www.recyclenow.com

Waterwise
1 Queen Anne's Gate
London, SW1H 9BT

0207 344 1882
www.waterwise.org.uk

WRAP
The Old Academy, 21 Horse Fair
Banbury, OX16 0AH

01295 819 900
www.wrap.org.uk

PART FOUR

4.0 Site and Surroundings

4.1.1 Places to Visit

The Ark Animal Sanctuary

Located within 140 acres of beautiful Worcestershire countryside at Evesham Country Park, The Ark Animal Sanctuary offers a wonderful day-out and animal experience for the whole family. Open from 10.30am daily, The Ark Animal Sanctuary is home to a wide variety of British and World wildlife, including Otters, Foxes, Meerkats, Racoons, Scottish Wild cats, along with a variety of reptiles, rare breed sheep and other farm animals.

Evesham Country Park,
Evesham, Worcestershire,
WR11 4TP

01386 443 348
thearkanimalsanctuary.co.uk

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Gloucester Waterways Museum

into the fascinating world of Gloucester's Victorian docks and meet the people and wildlife of our wonderful waterways.

An exciting selection of events and workshops runs throughout the year, such as Boater's Craft Demonstrations, and Roses and Castles Painting where visitors can try their hand at traditional canal painting.

Admission: 2011 Prices:
Adult £4.25
Child £3.25

Children under 5's admitted free

Opening Times: 2011
Open daily throughout the year

Open: 11am - 4pm
July - August 10.30am- 5.00pm

Gloucester Waterways Museum,
Llanthony Warehouse, The Docks,
Gloucester, GL1 2EH

01452 318200
www.**gloucesterwaterwaysmuseum**.org.uk

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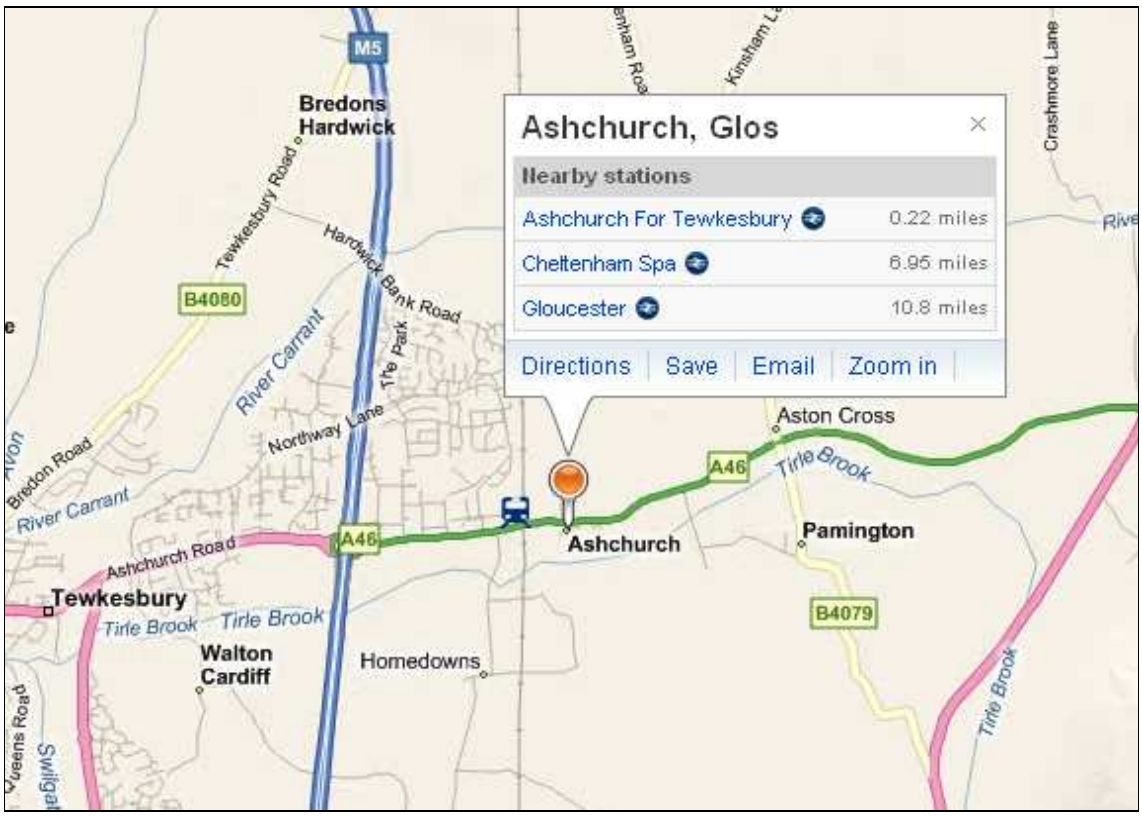
4.1.2 Train

Your nearest train station is Ashchurch and is located at the map below. For further enquires and train times please contact the following;

Station info	Buying tickets
Station Road Ashchurch Gloucestershire GL20 8HG **firstgreatwestern**.co.uk	**nationalrail**.co.uk **thetrainline**.com **virgintrains**.co.uk



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Historic Railway Travel

The Gloucestershire Warwickshire Railway is a volunteer-run heritage railway that has reopened the closed railway line offering a 20-mile round trip between Toddington and Cheltenham Racecourse through some of the most spectacular scenery in the Cotswolds.
The Railway attracts a varying range of steam locomotives and has its `home´ fleet of heritage diesel locomotives.

Gloucestershire Warwickshire Steam Railway
The Railway Station, Toddington, 01242 621405
Gloucesteshire, GL54 5DT www.gwsr.com

4.1.3 Bus Route

The only bus route from Apperley is the 351. you will find a timetable for this service in the appendices of this Guide. This service links the village to places further afield such as Tewskesbury and Gloucester.

For more bus service information please visit www.whub.org.uk

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4.1.4 Park & Ride Schemes

Due to the location of your home there are no park & ride facilities within the village but if travelling further afield to Cheltenham or Gloucester Park and Ride services can help you avoid the hassle and stress of city centre driving, finding a parking space or the expense of city centre parking.

The park and ride services operating in Gloucester are shown below.

St Oswalds **Gloucester** **GL1 2SG**	**The 507 Service provides a link for both St Oswalds and Waterwells Park and Ride, running directly to Gloucester City Centre**
Waterwells Park & Ride **Waterwells** **Quedgeley** **GL2 2AN**	**Parking Fee - £1.50 all day** **Bus Fare - £1.20 Rtn**
Arle Court Park & Ride **Cheltenham** **GL51 6SY**	**The car park is at Cheltenham Racecourse, which is well signposted. The service is commercially run by Stagecoach (Service D) and operates up to a 10 minute frequency.**

For further information on bus routes and services please contact:

Integrated Transport Unit **01452 425543**

Gloucestershire County Council **timetables@gloucestershire.gov.uk**

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4.1.5 Cycle paths

Cycling Information

It is commonly considered that the majority of all car journeys made are for less than five miles, by avoiding these short journeys wherever possible you can help reduce carbon dioxide emissions along with reducing noise and air pollution. The health and fitness of the cyclist can also improve.

Cycle Storage

The provision of secure cycle storage shed or similar has been provided within your home giving a convenient and safe place to store bicycles when they are at home.

As your home is situated in a rural location there are no cycle lanes so please take care when using the highway.

For more information on cycling in the region please visit the following websites;

Cycle Routes	Cycle Clubs
cycle-route.com	Cheltenham & County **cc-cc**.co.uk
Sustrains.org.uk	**cheltenhamctc**.wordpress.com

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4.1.6 Car Hire

Apex Self Drive
Marshall House,
Wyman's Lane,
Swindon Village,
Cheltenham,
GL51 9QF

01242 233084

apexselfdrive.co.uk

Blink Car Hire
Kingsditch Lane,
Cheltenham
GL51 9PB

01242 250885

blinkreservations.com

Sixt Car Hire
Kingsditch Lane,
Cheltenham
GL51 9PB

0844 248 6620

sixt.co.uk

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4.2 Local Amenities

The following provides you with the locations of various amenities within the local area;

Schools

Deerhurst & Apperley C of E Primary
Apperley, Gloucester GL19 4DQ
01452 780 374
ik.org

Tredington Primary School
Tredington, Tewkesbury, Gloucestershire, GL20 7BU
01684 293 617
Tredington-school.ik.org

Tewkesbury School
Ashchurch Road, Tewkesbury, Gloucestershire,GL20 8DF
01684 292152
tewkesburyschool.org

Gloucestershire College
Princess Elizabeth Way, Cheltenham GL51 7SJ
0845 155 2020
gloscol.ac.uk

GP surgeries

Stoke Road Surgery
4 Stoke Road, Bishops Cleeve, Cheltenham GL52 8RP
01242 672007

St Georges Surgery
121 Swindon Road, Cheltenham, Gloucestershire GL50 4DP
0844 477 8963

Community Centre

Tewkesbury Youth & Community
Centre Link Road, Tewkesbury GL20 5JQ
01684 298291

Play Areas

Sawpit Lane, Apperley

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Outdoor areas

Gloucester Docks

The former dock estate has become a popular destination where visitors can enjoy interesting views and a range of modern facilities while wandering around a remarkably complete example of a Victorian port. Views include many fine warehouses and other dock-related buildings that have been found new uses. Where ships once discharged their cargoes, there is now an ever-changing miscellany of visiting narrow boats, smart motor cruisers and the occasional yacht or tall ship. The whole area is suitable for wheel-chairs.

Cotswold Farm Park

Whether you are looking for a great family day out, the opportunity to interact with our unrivalled collection of domestic rare breeds, or the chance to learn more about farming and conservation – we have been here to welcome you since 1971, and our visitors tell us the experience just keeps on getting better.

Cotswold Farm Park, Guiting Power, GL54 5UG

01451 850307

www.**cotswoldfarmpark**.co.uk

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Supermarket

Sainsburys, 01242 222011
Gallagher Retail Park, Cheltenham GL51 9RR

Place of Worship

St Mary's Priory, 01684 294177
Deerhurst, Gloucester GL19 4BX

Pharmacy

Lloyds, 01684 293309
80 Church Street, Tewkesbury, Gloucestershire, GL20 5RX

Boots,
Unit F Gallagher R/Park, Cheltenham, GL51 9RR 01242 269387

Leisure Centre

Leisure @ Cheltenham, 01242 528764
Tommy Taylors La, Cheltenham GL50 4RN

Public House

The Yew Tree Inn, 01452 780333
Gloucester GL19 4EQ

News agents

Orchard Stores, 07903 810347
Orchard Park, Gloucester GL2 9QP

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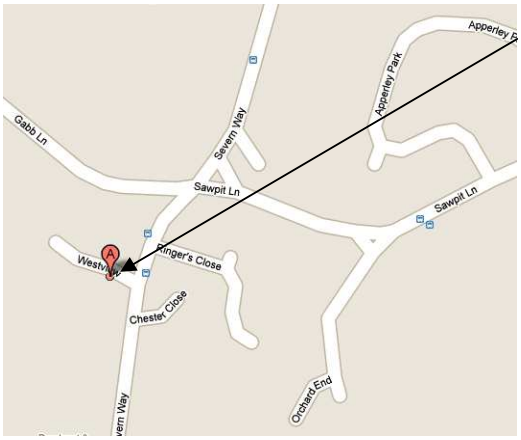
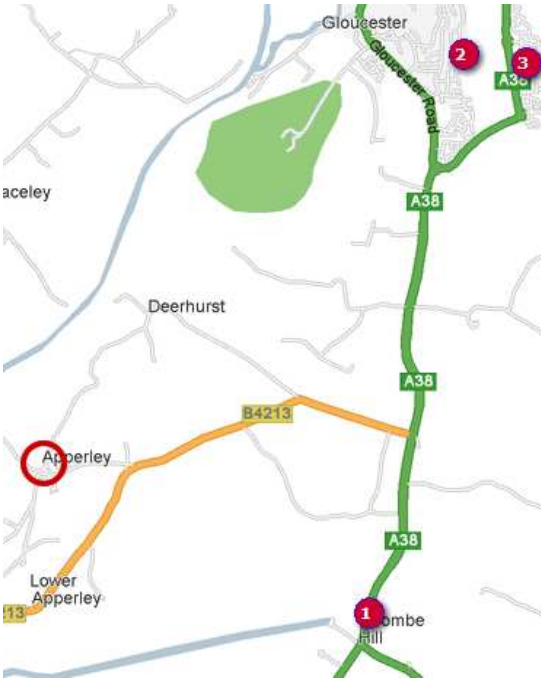
Post Office

Post Office, 0845 722 3344
Westview, Deerhurst, Gloucestershire GL19 4DD



Nearest Post office

Cash Points



1 Moneybox Corporation Ltd
MPK GARAGES COOMBE HILL
TEWKESBURY ROAD
COOMBE HILL
GLOUCESTERSHIRE
GL19 4BQ
1.36 miles away
Charge: £1.99

2 Moneybox Corporation Ltd
COSTCUTTER
QUEENS ROAD
PRIORS PARK
TEWKESBURY
GLOUCESTERSHIRE
GL20 5EN
1.89 miles away
Charge: £1.50

3 Cashbox
WHEATPIECES
2 CLIFFORD AVENUE
WALTON CARDIFF
TEWKESBURY
GLOUCESTERSHIRE
GL20 7RW
2.04 miles away
Charge: £1.85

For more cash points please visit the following; www.link.co.uk

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4.2.1 Responsible Purchasing

Reduce the energy costs of running your white goods appliances

Apart from heating your home, the energy you use in your home is mostly used up by appliances so a lot of attention is being paid to making them use less energy. Although this is good for reducing bills and the environment, there is a much simpler and cheaper way to reduce costs.

To reduce the energy costs of running appliances you should make sure that your buying electricity and gas from one of the cheaper suppliers. Most people can save a significant amount of money each year – even if they've already changed suppliers before.

These savings can be far greater than the savings you could make by replacing an appliance with one that uses less energy. We don't need to get obsessive about constantly transferring to the cheapest energy supplier but it does make sense to at least check we aren't paying way over the odds by keeping an eye on competitive tariffs.

organic food procurement/ food growing/ local produce

Georges Organic
10 Bennington Street
Cheltenham,
GL50 4ED

01242 238 733

George's Organic Café

George's Organic Café provides work experience for our service users, it offers social inclusion within the local community and is an ideal situation for socializing. We market the café to local businesses and the public.

Slipstream Organics
Unit 2, Ullenwood Court, Ullenwood
Cheltenham, GL53 9QS

www.slipstream-organics.co.uk

01242 227273

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4.2.2 Emergency Information

In case of an emergency please dial 999

Contact Details of the Emergency Services

Accident and Emergency

Gloucester Royal Hospital
Great Western Road
Gloucester
Gloucestershire
GL1 3NN

08454 222222

Minor Injuries Unit

Tewkesbury Hospital
Barton Road
Tewkesbury
Gloucestershire
GL20 5QN

01684 293303

Police Station

Hesters Way Police Station
Princess Elizabeth Way,
Hesters Way,
Cheltenham
GL51 7SG

0845 090 1234

Fire & Rescue Service

Gloucestershire Fire Station
Eastern Avenue
Gloucester
Gloucestershire
GL4 4LP

01452 753333

glosfire.gov.uk

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4.3 Links, References & Further Information

If you would like any further information on this HUG or require an alternative format of the guide please contact the following;

Oxbode Housing Association
9 Pullman Court
Great Western Road
Gloucester
Gloucestershire
GL1 3ND

phone: 01452 505359
Fax: 01452 300797
E-mail: info@oxbodehousing.org.uk
Web site: www.oxbodehousing.org.uk

Opening times: 9.00am - 1pm & 2pm – 5pm Monday to Friday

Alternatively electronic versions can be found at the following address

www.markeyconstruction.co.uk

If you would like any further information on what has been covered in the guide please contact the following organisations

Gloucester City Council ,	01452 396396
Herbert Warehouse,	heretohelp@gloucester.gov.uk
The Docks, Gloucester, GL1 2EQ	www.gloucester.gov.uk

Gloucestershire County Council	01452 425000
Shire Hall, Westgate Street, Gloucester, GL1 2TG	
customerservicecomplaints@gloucestershire.gov.uk	www.gloucestershire.gov.uk

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CYCLING

Sustrans

0845 1130065

Sustrans is the UK's leading sustainable transport charity

www.sustrans.org.uk

info@sustrans.org.uk

Better By Bike

Everything you need to get on your bike

www.betterbybike.info

Gloucestershire County Council

01452 425000

Shire Hall, Westgate Street, Gloucester, GL1 2TG

www.gloucestershire.gov.uk/cycling

ltp@gloucestershire.gov.uk

Bikeability

Bikeability is the Cycling Proficiency Test for the 21st century

www.bikeability.org.uk

contactus@bikeability.org.uk

LOCAL TRANSPORT PROVIDERS

Castleways Winchcombe Ltd

01242 603715

Castle House, Greet Road, Winchcombe, GL54 5PU

www.castleways.co.uk

First Great Western

08457 000125

Customer Services Team, First Great Western, Freepost SWB40576, Plymouth, PL4 6ZZ

www.firstgreatwestern.co.uk

SERVICES

Link

Find your nearest cash points — www.link.co.uk

Post Office

www.postoffice.co.uk

Tewkesbury Borough Council,

Council Offices, Gloucester Road,
Tewkesbury, GL20 5TT

01684 295010
www.tewkesbury.gov.uk
enquiries@tewkesbury.gov.uk

RESPONSIBLE PURCHASING ADVICE

Responsible Purchasing Initiative

c/o Traidcraft Exchange, Unit 306, 16
Baldwin's Gardens, London, EC1N 7RJ

0207 2423955
www.responsible-purchasing.org
responsible-purchasing@traidcraft.org

Energy Saving Trust

21 Dartmouth Street, London,
SW1H 9BP

0800 512012
www.energysavingtrust.org.uk

Forest Stewardship Council

11-13 Great Oak Street, Llanidloes,
Powys, SY18 6BU

01686 413916
www.fsc-uk.org
info@fsc-uk.org

Forestry Commission

Public Enquiries, 231 Corstorphine Road,
Edinburgh, EH14 5NE

0845 3673787
www.forestry.gov.uk
enquiries@forestry.gsi.gov.uk

Fairtrade Foundation

Ibex House, 42-47 Minories,
London, EC3N 1DY

020 7405 5942
www.fairtrade.org.uk

Soil Association

South Plaza, Marlborough Street,
Bristol, BS1 3NX

0117 314 5000
www.soilassociation.org
ff@soilassociation.org

LOCAL AUTHORITY

Tewkesbury Borough Council,

Council Offices Gloucester, Road
Tewkesbury, GL20 5TT

01684 295010
www.tewkesbury.gov.uk
enquiries@tewkesbury.gov.uk

PART FIVE

Appendices

5.1 Energy Performance Certificates

5.2 Electric Safety Certificate

5.3 Shopper's Guide to Green Labels

5.4 European Labeling Scheme Information

5.5 Bus Timetable